



Federal Aviation Administration (FAA)
Terminal Business Service:
Introduction & Overview

March 23, 2001

Background

- Why are we doing this?
 - To address agency performance issues
 - To make better use of resources
 - To put the agency on a firm business footing
 - To provide a single point of accountability
- What are the three things the Terminal Business Service will do?
 - Integrate planning and funding
 - Merge processes (to provide better hand-offs, transitions)
 - Leverage the workforce



The Opportunity

- The FAA needs to continue on the path of successful National Airspace System modernization
- In November 2000, Administrator Jane Garvey tasked a small group of senior executives to identify a better way of doing business
- The Terminal Business Service will integrate acquisition activities and daily operations--to the benefit of both
- We will lead the agency as it becomes a performance-based organization (PBO)



Terminal Business Service

Mission:

The provision of integrated terminal
air traffic control capabilities

Key Deliverables



Where Are We Now?

Core Processes	AUA	AND	ASU	ACT	AOS	ASD	ATP	ATQ	AFZ ATX	ARX	ARR	ARU	ARN	ARW	Axx	ANI	ANS	Union	AVN	AMA	AOZ	ASR	AOP	AML
Define it																								
Refine allocated requirements	X	X		X	X	X	X			X	X	X	X	X	X		X	X			X			
Validate needs	X	X			X	X	X			X	X	X	X	X	X		X	X			X		X	X
Refine and coordinate	X	X			X	X	X				X	X	X	X				X			X			
Develop interface requirements	X	X		X	X	X	X				X	X	X	X				X			X			
Allocate requirements	X	X			X	X			X		X					X	X	X			X			
Analyze and prioritize requirements					X		X				X	X	X				X	X					X	
Capture & baseline requirements	X	X			X	X	X				X	X	X	X			X	X			X			
Design it																								
Translate operational requirements into life-cycle system specifications	X	X			X	X						X	X	X				X		X	X		X	X
Conduct trade-offs for life-cycle requirements	X	X		X	X	X						X	X	X				X		X	X		X	X
Develop/refine architecture	X	X		X	X	X						X	X	X				X			X			
Define interfaces	X	X		X	X							X	X	X		X		X			X			
Develop design	X	X			X							X	X	X				X			X			
Validate design	X	X		X	X							X	X	X		X	X	X			X			
Place design under CM	X	X			X																X			
Build it																								
Implement system design	X	X		X	X																X			
Test system components	X	X		X	X							X	X	X				X			X			
Develop documentation	X	X		X	X													X			X			X
Develop training material	X	X		X	X				X									X		X	X			X
Integrate system	X	X		X	X																X			
Execute system level testing	X	X	X	X	X			X				X	X	X	X			X			X		X	X
Conduct deployment readiness	X	X		X	X										X	X	X	X			X			
Deliver it																								
Develop individual site plan	X	X		X	X										X	X	X	X			X			
Deliver, install & check-out hardware																								
Develop and maintain site adaptation	X	X			X										X	X	X	X			X			
Deliver, install & check-out system	X	X		X	X										X	X	X	X	X		X			
Conduct training	X	X			X				X			X	X	X	X	X	X	X		X	X			
Upgrade site specific documentation	X	X			X										X	X	X	X			X			
Conduct JAI	X	X	X		X			X				X	X	X	X	X	X	X			X		X	
Transition system to operational status	X	X			X		X					X	X	X	X	X	X	X			X			
Support it (2nd Level)																								
Collect & document problem information					X		X		X		X	X	X	X	X	X	X	X		X			X	X
Provide 24/7 phone or on site assistance, as necessary					X										X									
Determine cause of problem					X		X		X						X	X	X	X						X
Provide problem fix					X										X	X	X	X	X					
Identify development needs	X	X			X		X		X		X	X	X	X	X	X	X	X		X	X		X	X
Capture problems for further analysis					X		X		X	X					X	X	X	X					X	X
Provide feedback to problem/recommendation originator					X		X		X						X	X	X	X		X			X	X



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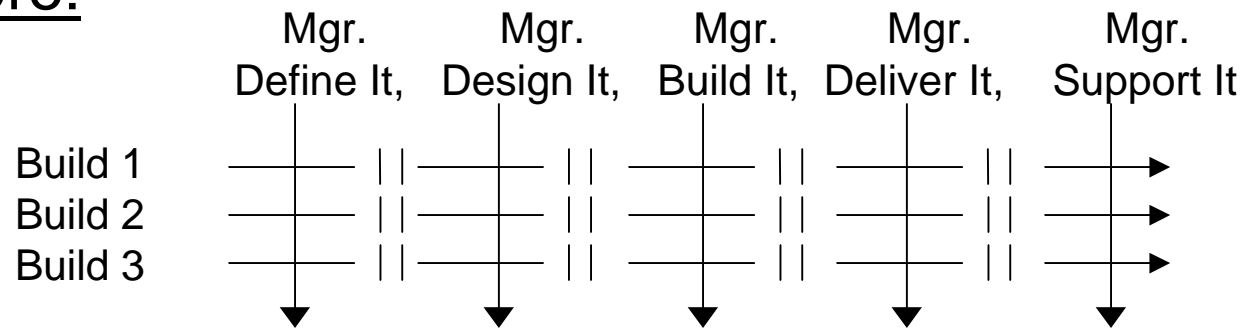
Terminal Business Service

- Responsibilities
 - Provides terminal air traffic control capabilities to controllers and systems specialists (controllers and systems specialists are outside the organization)
 - Begins with allocating requirements within the Terminal Business Service and continues through 2nd-level maintenance
 - Integrates planning and funding
 - Structured replanning that limits distribution to other activities
 - Coordinated investment and risk management
- People at every level of the organization are focused on and accountable for the provision of integrated capabilities

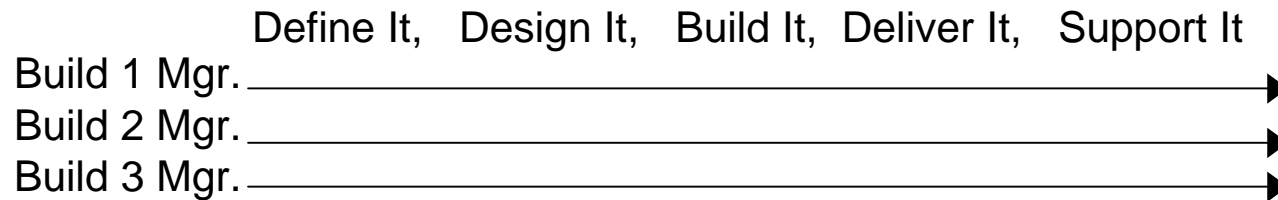


Accountability

Before:



After:



Scope

- From requirements to second-level maintenance
- Initial scope
 - Integrated planning for automation, facilities, surveillance, communications, and weather
 - Total integrated budget of close to \$1 billion
 - Prioritize/execute automation and facilities programs
 - Budget of approximately \$650 million
- Personnel: 300+



Results We Expect To See

- Blurring of the boundaries
 - Between FAA Headquarters and the Regions
 - Between acquisition and operations
- Shift the focus
 - *From* providing equipment (“throwing it over the fence”)
 - *To* the provision of service capabilities



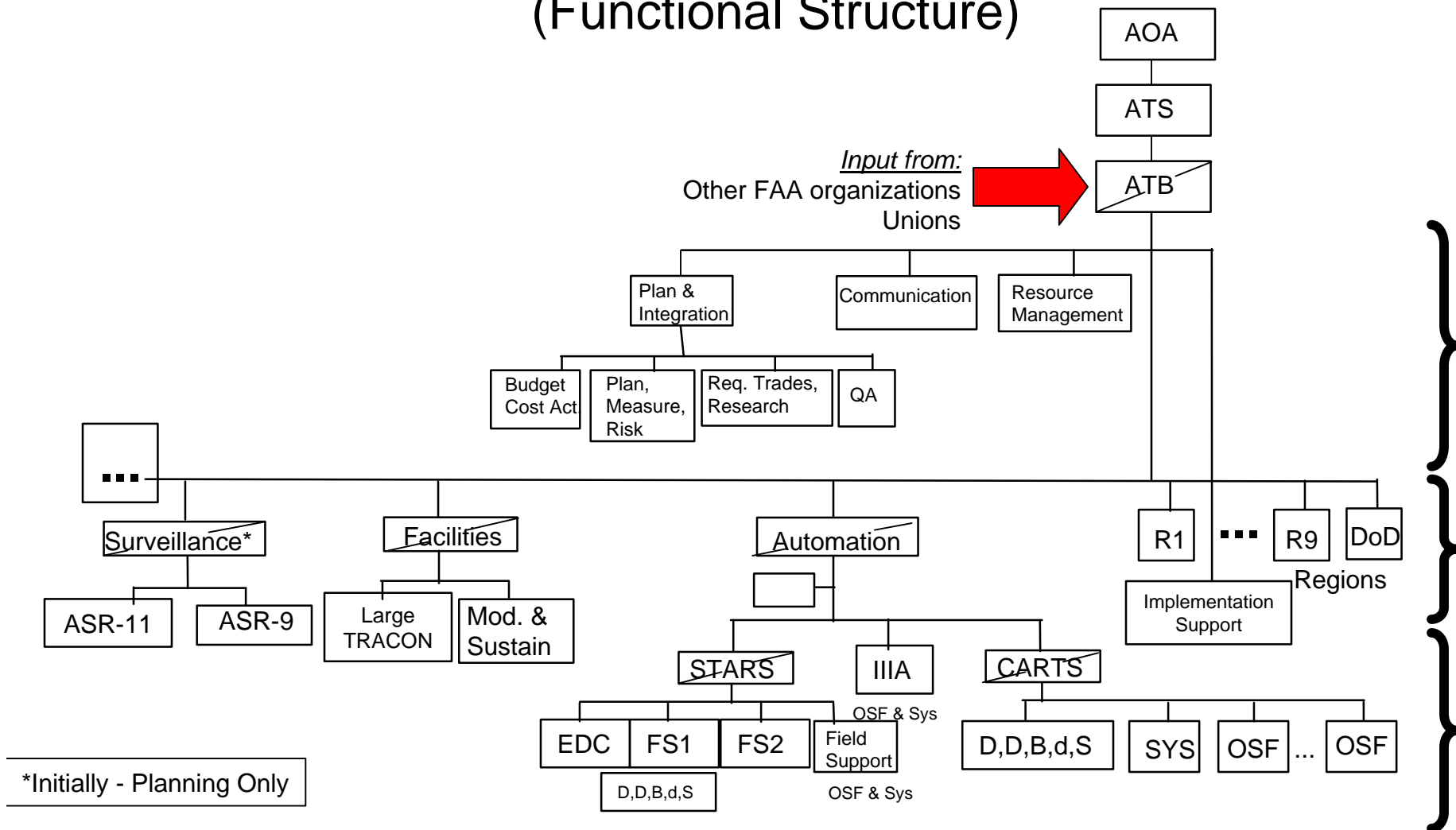
Back-up



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Terminal Business Service

(Functional Structure)



Regional Organization

- Nine Terminal Business offices, one in each FAA Region
- The Regional Terminal program manager will
 - Collect the information used to define the work plan
 - Reach agreement on Regional priorities
 - Participate in defining national priorities and the work plan
 - Ensure the work plan can be executed by the Region
 - Execute the work plan
- Regional Terminal program managers are fully integrated members of the Terminal Business Service management team.
- Regional Administrators will
 - Act as executive sponsor
 - Actively support and facilitate the Regional Terminal program manager



How will the Terminal Business Service change the way the FAA does business?

- There is a single integrated and prioritized plan for providing terminal ATC capabilities. The plan includes all activities and team members.
- The Terminal Business Service consolidates and integrates all skills required to provide the capabilities.
- The Terminal Business Service integrates all skills to provide integrated product delivery.
- The organization sets its own internal budget allocations, making it easier to take money and apply it to risk areas. For example, instead of “salami slicing” many terminal projects, the business unit could decide to slip all activities for a single capability (slipping all activities for a single new TRACON--while keeping other new TRACONs on schedule).
- Having a single point of authority reduces coordination lead times.

